

POLICIES, GUIDELINES & FAQs

Satisfaction Is Important to Us

We want to provide quality programs to all participants. If you are not satisfied with your program, let us know. Contact staff at your local facility or email PRNSinfo@sanjoseca.gov.

Leisure Class Refund Policy

- Refund requests need to be made in writing, by phone or in person at the PRNS facility, where the class is held.
- Refunds will be given for class cancellations received by the City at least 14 calendar days prior to the start of the program/class. No refunds will be made for cancellations received by the City less than 14 calendar days prior to the start of the program/class.
- There will be a \$10 processing fee for each activity cancellation request. It may not be possible to refund the class materials charged by the instructor.
- When the class fee is paid by check, there is a 21-day waiting period before the refund will be processed. There may be a delay of up to 6 to 8 weeks before the refund will be mailed.
- Credit card refunds will be credited back to the original credit card account within one week of City's receipt of the refund request.

Open Registration Process

Our method of registration is designed to offer equal access to all San José residents. The City of San José Department of Parks, Recreation and Neighborhood Services offers open registration each and every time a class or activity is held. The City cannot offer guaranteed participation from one session to the next. Please note all requirements, dates and times for classes offered before enrolling.

All Mailed/Faxed/Dropped-Off registration will be treated in the same manner. You can mail, fax or drop off your registration anytime after November 14. Resident registration forms will be randomly processed starting December 1. Non-resident registration forms will be randomly processed starting December 8. Registration forms received after processing begins will be randomly processed with all other forms received that day. Walk in registration will begin on December 15 and is open to both residents and non-residents on a first come first served basis. Please note that many classes will fill prior to Walk-in registration. For more information, please call the center where your class will be held.

Minimum Enrollment/Class Cancellation

The San José Department of Parks, Recreation and Neighborhood Services reserves the right to cancel any class or activity that does not meet a set minimum enrollment. Please register early to avoid class cancellations. We will make every effort to notify you at least five days prior to the scheduled course starting date. Please do not purchase supplies until five days prior to the start of the course. If a class is cancelled, you will receive a full refund from the City. The City will attempt to make up classes missed due to instructor illness, building closures, weather, etc., by lengthening the weeks or hours of the class, if the schedule permits.

Helpful Guidelines

- Registration will be accepted until the second class meeting if the course is available. Courses are unavailable when filled to capacity or cancelled due to insufficient enrollment. Please register early to avoid course cancellations. If the course you request is full, you will be registered for your second choice or your name will be placed on a waiting list, and your payment will be returned.
- If you miss a course meeting, we may not be able to accommodate you at another site or date for a make-up.
- Only registered participants may participate in a class or course.

Leisure Class Questions

Who can enroll in classes?

Any person can enroll in classes. See the individual class listing for any specific age requirements.

Can I register if I do not live in San José?

Yes, you can register for any class or activity. For fee classes, there is an additional charge for non-residents.

Do I need to pre-register for classes?

It is recommended that you register in advance. Many classes fill quickly due to high demand. If a class does not meet the minimum enrollment prior to the first day of class, the class may be cancelled. See "Registration Instructions" for more information.

Can I register for a class on the first day?

If there is room in the class and there is no waiting list, you may enroll the first day of class. Please be aware that if a class does not meet the minimum enrollment prior to the first day of class, the class may be cancelled.

How do I know if I was accepted into a class?

If you enclosed a self-addressed, stamped envelope, you will receive a confirmation in the mail. See "Registration Instructions" for more information.

**If a class fills and I am placed on a waiting list, what is the process?**

Waiting lists are established once a class is filled, with priority given to San José residents. If a space becomes available, the next person on the waiting list will be called.

What happens if the instructor is absent?

If an instructor is absent, a make-up class will be added to the end of the session.

How can I get a refund?

Refunds must be requested 14-calendar days prior to the start of the program/class. A \$10 processing fee applies to each activity cancellation requested by the participant.

How long will it take to receive my refund?

When paying by check, there is a 21-day waiting period before refunds can begin to be processed. Cash or check refunds can take up to 6-8 weeks to process. Credit card refunds will be applied back to the original credit card account within one week.

If the class is cancelled will I receive a full refund?

Yes, if a class is cancelled by the City, a full refund is issued.

What happens if my check accidentally bounces?

The City of San José charges a \$28 returned check fee.

Inclusion Policy

The City of San José encourages and supports the participation of individuals with all ability levels in programs and services. To facilitate opportunities for people with and without disabilities and to engage in leisure pursuits together, the Department of Parks, Recreation and Neighborhood Services provides inclusion support services. These services include, but are not limited to, interpreters for the deaf or hearing impaired, improved signage, activity modification, additional staff training, accessible equipment and facility features, and support staff. To ensure the requested accommodation, please notify the specific facility where the program is provided at least two weeks in advance. For more information on inclusion opportunities, specialized recreation services, and accommodations, please contact Therapeutic Services at 408-369-6438.

The City of San José's Office of Emergency Services Offers its **FREE** Two-Hour Home and Family Disaster Preparedness Training

Imagine, In Two Hours You Can Learn About...

- Hazards you should prepare for in San José
- Ways to reduce the risks of loss and injury before disaster strikes
- How to create a family disaster plan
- What you should include in your personal and family disaster supplies
- Opportunities to become even more involved and disaster prepared

Date	Time	Location
11/5	6:00-8:00pm	Camden Community Center
11/13	6:00-8:00pm	Almaden Community Center
11/18	5:30-7:30pm	Berryessa Library
12/10	5:30-7:30pm	Rose Garden Library
12/11	6:00-8:00pm	Hank Lopez Community Center